

**To:** Russo, Rebecca[Russo.Rebecca@epa.gov]; Ostrander, David[Ostrander.David@epa.gov]  
**From:** Card, Joan  
**Sent:** Thur 10/1/2015 10:31:18 PM  
**Subject:** RE: Let me know if you can still meet on the citizen letters...

Thanks Rebecca. Can you give us a sense of how many letters in each of the three categories?

David, should we control these to the RIC for draft responses? Do you have someone who could manage the process? Then, I'm thinking you and I, maybe a few others, should review the drafts and make final recommendations about replies to the GKM LT. Thoughts?

Joan

-----Original Message-----

**From:** Russo, Rebecca  
**Sent:** Thursday, October 01, 2015 4:21 PM  
**To:** Card, Joan; Ostrander, David  
**Subject:** RE: Let me know if you can still meet on the citizen letters...

Sure thing Joan. Let's try this over email.

All of these citizen letters have been Controlled to the Region for response (different from Congressional letters, which were assigned to HQ and only cc'd to us). Because the citizen letters were Controlled to us, we are responsible for them. While these don't fall under my area of responsibility because they aren't from elected officials, I know Jim and Betsy are getting antsy about what to do with them - and they continue to pile up. I, and then Paula, asked the question of HQ and Incident Command in early August on whether HQ would be responding to these letters also, like the Congressional ones, and we have yet to get a response on that (despite many subsequent asks), so I think we need to move forward. What I was hoping to do was get your thoughts on what that plan might be.

The letters basically fall into 3 basic categories:

1. Angry citizen letters with no real questions - much venting and angry general questions (e.g., "What are you going to do about this?"; "Who is going to get fired over this?").
2. Concerned citizen letters with more direct questions ("What we should look for or what we should tell the doctor to look for?"; ?"; "Why did it take so long for the information to be released to the public?")
3. Vendor letters offering services.

Some of these letters are very old - dating back to August 10. They do keep coming in.

Questions to consider:

1. Should we respond to all of these letters? Responding to the old citizen letters may do more harm than good (imagine getting a response in late October to an angry letter sent in early August), but I feel like Shaun's message was that he wanted to respond.
2. If we decide to only respond to some of the letters, who will make that decision?
3. To whom should Jim L. Control all of these letters? They have all been assigned to Region 8, but they need to be assigned out for response. They would normally be assigned to EPR. Is that the route we want to go?

Thanks.  
Rebecca

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-----Original Message-----

From: Card, Joan

Sent: Thursday, October 01, 2015 4:04 PM

To: Russo, Rebecca; Ostrander, David

Subject: RE: Let me know if you can still meet on the citizen letters...

Rebecca, it would be helpful to know more about what you need from David and I here. If you need our ideas, that may not be very productive. If you want to bounce a plan off us, we can do it by email? I'm also not clear what HQ wants to do with this. It's not out of the realm of reason to NOT respond to these items....

-----Original Message-----

From: Russo, Rebecca

Sent: Thursday, October 01, 2015 3:25 PM

To: Ostrander, David

Cc: Card, Joan

Subject: Let me know if you can still meet on the citizen letters...

I'm here until 5 today and in all day tomorrow.

Sent from my iPhone